GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2006
ANSWERED ON:05.05.2016
Complaints by Air Passengers
Chowdhary Shri Pankaj

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has taken notice of the complaints lodged by air passengers regarding flights, baggage and customer services;

(b) if so, the details thereof;

(c) whether the Government proposes to issue guidelines in order to address the complaints related to flights, baggage and customer services; and

(d) if so, the details thereof?

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a) and (b): Submitted by airlines, As a part of submission of monthly data, airline wise details of the complaints received on account of flight related issues, baggage, customer services and other reasons for the year 2015 is placed at Annexure-I.

(c) & (d): As per the prevailing regulation, passengers are required to lodge their complaints with the airlines for redressal. All the scheduled domestic airlines have nominated and displayed the name and contact details of their Nodal Officer &Appellate Authority to settle the passengers complaints within stipulated time period. If the airlines fails to ful fill their obligation, the passenger may complaint to the statutory body set under applicable laws.